

Demographics

Gender	N	%	Current Class Load	N	%
Female	255	72.24%	Full-time	296	82.91%
Male	98	27.76%	Part-time	61	17.09%
Total	353	100.00%	Total	357	100.00%
No Response	23		No Response	19	

Age	N	%	Class Level	N	%
18 and under	4	1.11%	First year	21	5.87%
19 to 24	147	40.95%	Second year	18	5.03%
25 to 34	89	24.79%	Third year	147	41.06%
35 to 44	57	15.88%	Fourth year	116	32.40%
45 to 54	43	11.98%	Special student	2	0.56%
55 to 64	18	5.01%	Graduate/professional	38	10.61%
65 and over	1	0.28%	Other class level	16	4.47%
Total	359	100.00%	Total	358	100.00%
No Response	17		No Response	18	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	15	4.23%	Associate degree	2	0.56%
American Indian or Alaskan Native	5	1.41%	Bachelor's degree	241	67.13%
Asian or Pacific Islander	47	13.24%	Master's degree	84	23.40%
Caucasian/White	223	62.82%	Doctorate or professional degree	17	4.74%
Hispanic	39	10.99%	Certification (initial or renewal)	8	2.23%
Other race	7	1.97%	Self-improvement/pleasure	3	0.84%
Race - Prefer not to respond	19	5.35%	Job-related training	2	0.56%
Total	355	100.00%	Other educational goal	2	0.56%
No Response	21		Total	359	100.00%
			No Response	17	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	205	57.75%	Full-time	134	37.75%
Primarily on-campus	150	42.25%	Part-time	118	33.24%
Total	355	100.00%	Not employed	103	29.01%
No Response	21		Total	355	100.00%
			No Response	21	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	111	31.01%	No classes	43	12.18%
Rent room / apartment / house	175	48.88%	1-3 classes	108	30.59%
Relative's home	43	12.01%	4-6 classes	56	15.86%
Residence hall	20	5.59%	7-9 classes	22	6.23%
Other residence	9	2.51%	10-12 classes	43	12.18%
Total	358	100.00%	13-15 classes	42	11.90%
No Response	18		More than 15 classes	39	11.05%
			Total	353	100.00%
			No Response	23	
Marital Status			My intended degree is:		
	N	%		N	%
Single	207	58.31%	Online undergraduate degree	123	35.24%
Single with children	40	11.27%	Online graduate degree	43	12.32%
Married	39	10.99%	On-campus undergraduate degree	150	42.98%
Married with children	64	18.03%	On-campus graduate degree	33	9.46%
Marital - Prefer not to respond	5	1.41%	Campus item - Answer 5	0	0.00%
Total	355	100.00%	Campus item - Answer 6	0	0.00%
No Response	21		Total	349	100.00%
			No Response	27	
Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	175	48.88%	Ellensburg	161	44.97%
Complete degree on campus	146	40.78%	Des Moines or Pierce County	74	20.67%
Transfer credits	2	0.56%	Lynnwood or Everett	51	14.25%
Complete this course	35	9.78%	Moses Lake, Wenatchee, or Yakima	15	4.19%
Total	358	100.00%	Online: a fully online degree program	57	15.92%
No Response	18		Campus item 2 - Answer 6	0	0.00%
			Total	358	100.00%
			No Response	18	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	46	12.99%	1063: Health and Physical Education: Athletic Administration (MS)	6	1.72%
4-6 credits	104	29.38%	1087: Information Tech & Admin Mgt (BAS)	48	13.79%
7-9 credits	47	13.28%	1088: Information Tech & Admin Mgt (BS)	30	8.62%
10-12 credits	68	19.21%	1089: Information Tech & Admin Mgt (MS)	9	2.59%
13-15 credits	71	20.06%			
More than 15 credits	18	5.08%			
Total	354	100.00%			
No Response	22				

Demographics

1090: Interdisciplinary Studies: Social Sciences (BS)	37	10.63%
1094: Law & Justice (BA)	23	6.61%
1107: Paramedicine (BS)	4	1.15%
1125: Psychology (BA)	19	5.46%
1137: School Administration (MED)	1	0.29%
1145: Sociology (BA)	7	2.01%
1151: Special Education (MED)	1	0.29%
1153: English: Professional & Creative Writing (BA)	8	2.30%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	3	0.86%
1166: Higher Education (MED)	12	3.45%
1168: Not enrolled in an online degree program	127	36.49%
1169: Aviation Management (BS)	5	1.44%
1170: Social Services (BS)	8	2.30%
Total	348	100.00%
No Response	28	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. Registration for online courses is convenient.
- 25. Faculty are responsive to student needs.
- 3. Instructional materials are appropriate for program content.
- 35. Campus item: A fair and equitable learning environment exists in my online course(s).
- 2. My program advisor is accessible by telephone and e-mail.
- 23. Billing and payment procedures are convenient for me.
- 17. Assessment and evaluation procedures are clear and reasonable.

Challenges

- 7. Program requirements are clear and reasonable.
- 6. Tuition paid is a worthwhile investment.
- 12. There are sufficient offerings within my program of study.
- 20. The quality of online instruction is excellent.
- 4. Faculty provide timely feedback about student progress.
- 9. Adequate financial aid is available.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

- 7. Program requirements are clear and reasonable.
- 6. Tuition paid is a worthwhile investment.
- 18. Registration for online courses is convenient.
- 11. Student assignments are clearly defined in the syllabus.
- 12. There are sufficient offerings within my program of study.
- 20. The quality of online instruction is excellent.
- 25. Faculty are responsive to student needs.
- 4. Faculty provide timely feedback about student progress.
- 3. Instructional materials are appropriate for program content.
- 10. This institution responds quickly when I request information.
- 9. Adequate financial aid is available.
- 2. My program advisor is accessible by telephone and e-mail.
- 23. Billing and payment procedures are convenient for me.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 5. My program advisor helps me work toward career goals.

Institutional Summary
Scales: In Order of Importance

Scale	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.38	5.52 / 1.22	0.86	6.53	6.06 / 1.08	0.47	-0.54 ***
Institutional Perceptions	6.31	5.61 / 1.25	0.70	6.54	5.92 / 1.19	0.62	-0.31 ***
Academic Services	6.30	5.51 / 1.11	0.79	6.45	5.93 / 1.02	0.52	-0.42 ***
Instructional Services	6.24	5.52 / 1.12	0.72	6.43	5.88 / 1.06	0.55	-0.36 ***
Student Services	6.17	5.30 / 1.23	0.87	6.39	5.88 / 1.15	0.51	-0.58 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.63	5.95 / 1.30	0.68	-0.32 ***
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.64	5.80 / 1.44	0.84	-0.36 ***
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.64	6.38 / 1.09	0.26	-0.57 ***
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.68	5.98 / 1.31	0.70	-0.37 ***
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.58	5.94 / 1.30	0.64	-0.55 ***
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.68	5.86 / 1.40	0.82	-0.45 ***
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.62	5.84 / 1.39	0.78	-0.39 ***
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.66	5.95 / 1.35	0.71	-0.30 ***
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.47	5.59 / 1.62	0.88				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.46	5.54 / 1.55	0.92				
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.62	6.00 / 1.22	0.62	-0.32 ***
51. Factor to enroll: Convenience	6.45			6.76			
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.59	6.00 / 1.36	0.59	-0.39 ***
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.47	5.83 / 1.54	0.64	-0.56 ***
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.81 / 1.36	0.58				
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.47	6.07 / 1.34	0.40	-0.25 ***

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Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.56	6.19 / 1.25	0.37	-0.48 ***
53. Factor to enroll: Program requirements	6.34			6.49			
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.52	6.00 / 1.25	0.52	-0.36 ***
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.31	5.63 / 1.60	0.68	-0.20 *
45. Factor to enroll: Cost	6.30			6.34			
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.52	5.97 / 1.39	0.55	-0.58 ***
44. Factor to enroll: Ability to transfer credits	6.28			6.22			
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.42	5.82 / 1.52	0.60	-0.57 ***
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.49	6.07 / 1.27	0.42	-0.47 ***
47. Factor to enroll: Future employment opportunities	6.23			6.22			
31. Campus item: General academic advising is available to online learners.	6.22	5.38 / 1.64	0.84				
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.35	6.07 / 1.29	0.28	-0.87 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.21	5.62 / 1.54	0.59				
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.37	5.85 / 1.34	0.52	-0.31 ***
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.64			

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National Group Means are based on 118322 records.

Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.51	6.09 / 1.27	0.42	-0.55 ***
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.14	5.33 / 1.55	0.81				
46. Factor to enroll: Financial assistance available	6.14			6.33			
40. Source of information: Web site	6.09			6.34			
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	6.45	6.03 / 1.20	0.42	-0.26 ***
48. Factor to enroll: Reputation of institution	6.04			6.36			
49. Factor to enroll: Work schedule	6.04			6.60			
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.30	5.57 / 1.61	0.73	-0.57 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.99	5.33 / 1.69	0.66				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.94	5.87 / 1.35	0.07				
19. Online career services are available.	5.87	5.24 / 1.54	0.63	6.12	5.72 / 1.47	0.40	-0.48 ***
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	6.09	5.65 / 1.58	0.44	-0.56 ***
38. Source of information: Catalog (online)	5.81			5.95			
32. Campus item: I feel I am a member of the Central Washington University community.	5.78	5.02 / 1.82	0.76				
42. Source of information: Recommendation from instructor or program advisor	5.70			5.65			

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Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.69			5.31			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.41	5.40 / 1.51	0.01				
54. Factor to enroll: Recommendations from employer	5.18			5.17			
43. Source of information: Contact with current students and / or recent graduates of the program	5.10			5.22			
39. Source of information: College representatives	5.04			5.57			
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	5.28	5.50 / 1.44	-0.22	-0.35 ***
37. Source of information: Catalog and brochures (printed)	4.20			4.49			
41. Source of information: Advertisements	4.02			4.39			

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 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.30	5.51 / 1.11	0.79	6.45	5.93 / 1.02	0.52	-0.42 ***
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.47	6.07 / 1.34	0.40	-0.25 ***
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.31	5.63 / 1.60	0.68	-0.20 *
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.63	5.95 / 1.30	0.68	-0.32 ***
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.58	5.94 / 1.30	0.64	-0.55 ***
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.49	6.07 / 1.27	0.42	-0.47 ***
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.51	6.09 / 1.27	0.42	-0.55 ***
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	6.09	5.65 / 1.58	0.44	-0.56 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Enrollment Services

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.38	5.52 / 1.22	0.86	6.53	6.06 / 1.08	0.47	-0.54 ***
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.47	5.83 / 1.54	0.64	-0.56 ***
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.42	5.82 / 1.52	0.60	-0.57 ***
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.64	6.38 / 1.09	0.26	-0.57 ***
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.56	6.19 / 1.25	0.37	-0.48 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.31	5.61 / 1.25	0.70	6.54	5.92 / 1.19	0.62	-0.31 ***
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	6.45	6.03 / 1.20	0.42	-0.26 ***
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.64	5.80 / 1.44	0.84	-0.36 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Services

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.52 / 1.12	0.72	6.43	5.88 / 1.06	0.55	-0.36 ***
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.62	6.00 / 1.22	0.62	-0.32 ***
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.62	5.84 / 1.39	0.78	-0.39 ***
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	5.28	5.50 / 1.44	-0.22	-0.35 ***
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.68	5.98 / 1.31	0.70	-0.37 ***
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.37	5.85 / 1.34	0.52	-0.31 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.52	6.00 / 1.25	0.52	-0.36 ***
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.68	5.86 / 1.40	0.82	-0.45 ***
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.66	5.95 / 1.35	0.71	-0.30 ***

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 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Services

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.17	5.30 / 1.23	0.87	6.39	5.88 / 1.15	0.51	-0.58 ***
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.59	6.00 / 1.36	0.59	-0.39 ***
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.30	5.57 / 1.61	0.73	-0.57 ***
19. Online career services are available.	5.87	5.24 / 1.54	0.63	6.12	5.72 / 1.47	0.40	-0.48 ***
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.52	5.97 / 1.39	0.55	-0.58 ***
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.35	6.07 / 1.29	0.28	-0.87 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	6.45	6.03 / 1.20	0.42	-0.26 ***
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.47	6.07 / 1.34	0.40	-0.25 ***
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.62	6.00 / 1.22	0.62	-0.32 ***
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.62	5.84 / 1.39	0.78	-0.39 ***
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.31	5.63 / 1.60	0.68	-0.20 *
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.64	5.80 / 1.44	0.84	-0.36 ***
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.63	5.95 / 1.30	0.68	-0.32 ***
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	5.28	5.50 / 1.44	-0.22	-0.35 ***
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.47	5.83 / 1.54	0.64	-0.56 ***
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.59	6.00 / 1.36	0.59	-0.39 ***
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.68	5.98 / 1.31	0.70	-0.37 ***
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.58	5.94 / 1.30	0.64	-0.55 ***
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.37	5.85 / 1.34	0.52	-0.31 ***
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.42	5.82 / 1.52	0.60	-0.57 ***
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.30	5.57 / 1.61	0.73	-0.57 ***
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.49	6.07 / 1.27	0.42	-0.47 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.52	6.00 / 1.25	0.52	-0.36 ***
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.64	6.38 / 1.09	0.26	-0.57 ***
19. Online career services are available.	5.87	5.24 / 1.54	0.63	6.12	5.72 / 1.47	0.40	-0.48 ***
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.68	5.86 / 1.40	0.82	-0.45 ***
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.51	6.09 / 1.27	0.42	-0.55 ***
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.52	5.97 / 1.39	0.55	-0.58 ***
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.56	6.19 / 1.25	0.37	-0.48 ***
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	6.09	5.65 / 1.58	0.44	-0.56 ***
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.66	5.95 / 1.35	0.71	-0.30 ***
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.35	6.07 / 1.29	0.28	-0.87 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.21	5.62 / 1.54	0.59				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.41	5.40 / 1.51	0.01				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.14	5.33 / 1.55	0.81				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.94	5.87 / 1.35	0.07				
31. Campus item: General academic advising is available to online learners.	6.22	5.38 / 1.64	0.84				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Campus item: I feel I am a member of the Central Washington University community.	5.78	5.02 / 1.82	0.76				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.46	5.54 / 1.55	0.92				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.99	5.33 / 1.69	0.66				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.81 / 1.36	0.58				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.47	5.59 / 1.62	0.88				
37. Source of information: Catalog and brochures (printed)	4.20			4.49			
38. Source of information: Catalog (online)	5.81			5.95			
39. Source of information: College representatives	5.04			5.57			
40. Source of information: Web site	6.09			6.34			
41. Source of information: Advertisements	4.02			4.39			
42. Source of information: Recommendation from instructor or program advisor	5.70			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	5.10			5.22			
44. Factor to enroll: Ability to transfer credits	6.28			6.22			
45. Factor to enroll: Cost	6.30			6.34			
46. Factor to enroll: Financial assistance available	6.14			6.33			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary
Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.23			6.22			
48. Factor to enroll: Reputation of institution	6.04			6.36			
49. Factor to enroll: Work schedule	6.04			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.64			
51. Factor to enroll: Convenience	6.45			6.76			
52. Factor to enroll: Distance from campus	5.69			5.31			
53. Factor to enroll: Program requirements	6.34			6.49			
54. Factor to enroll: Recommendations from employer	5.18			5.17			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 118322 records.

Institutional Summary

Summary Items

Summary Item	Central Washington University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.76	Average: 5.18	-0.42
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	36%	24%	
5=Better than I expected	24%	24%	
6=Quite a bit better than I expected	12%	15%	
7=Much better than expected	15%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.45	Average: 5.83	-0.38
1=Not satisfied at all	2%	1%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	5%	4%	
4=Neutral	9%	5%	
5=Somewhat satisfied	16%	11%	
6=Satisfied	38%	37%	
7=Very satisfied	23%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.67	Average: 5.86	-0.19
1=Definitely not	4%	2%	
2=Probably not	4%	4%	
3=Maybe not	3%	3%	
4=I don't know	5%	6%	
5=Maybe yes	12%	7%	
6=Probably yes	32%	26%	
7=Definitely yes	38%	49%	